OFFICE BUILDING AND OFFICE SECURITY REFERENCE MATERIAL AND ASSESSMENT FORMS

SDPD Neighborhood Policing Resource Team

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This paper contains reference material for security assessments of an office building and an office in the building. The building is assumed to have multiple independent tenants that provide security for their own offices, e.g., burglar alarms and cameras. Some workers would come and go at all hours of the day and the building is seldom unoccupied. Thus, its security will rely on locked doors and windows, guards, etc. Burglar alarms will only be considered for individual offices.

The section numbers correspond to the areas of evaluation in the assessment forms that are included at the end of this paper. The section letters correspond to the specific items in the assessment. Items that need attention can be checked and corrective measures suggested.

Part I contains material for a security assessment of the building. It deals with: (1) doors, (2) windows and other entry points, (3) lighting, (4) utilities, (5) landscaping, (6) signs, (7) property condition, (8) other security measures, (9) parking, and (10) SDPD security assistance.

Part II contains material for a security assessment of an office. It deals with its physical elements: (1) doors, (2) windows and other entry points, and (3) other security measures. Prevention tips for personal safety and security of office workers and building employees, and measures to prevent robberies, burglaries, check and credit/debit card fraud, computer security and crimes, and employee theft can be found on several pages of the SDPD's website at **www.sandiego.gov/police/services/prevention/tips/index.shtml**.

This material is designed primarily for a property or office manager to do the assessment. Or the SDPD Community Relations Officer (CRO) in your area can be called to do a free assessment. SDPD Division addresses and phone numbers are listed at the end of this paper. In this case the officer should do the following to prepare for the assessment. Information should be reviewed for the past two years.

- Read the reports of past crimes at the building address.
- Review the past calls for service from the building address.
- Look at past crimes and arrests in your immediate area, e.g., within 0.25 miles of the building.

The officer should also ask the following questions.

- Why did you call to request an assessment? Usually this will be because of a recent crime, e.g., a burglary.
- Who else works regularly in and around the building other than office workers? This may be a gardener, pest controller, maintenance worker, janitor, etc.
- What contract work has been done recently? This may be carpeting, window cleaning, remodeling, etc.
- How many separate offices are in the building? What are their normal business hours? How many people work in them? Do some people work after hours and on weekends and holidays?
- Who has access to the building? What access means do they have, e.g., keys, cards, fobs, or codes?
- Is there on-site security? What do the guards do? Are there security patrols? What hours?
- Is there a receptionist or security guard at the main entrance? What hours is the entrance staffed?
- Are there cameras? Where are the monitors? How are they used?
- Are there burglar alarms? What are your procedures for responding to a call?

I. OFFICE BUILDING SECURITY REFERENCE MATERIAL

This building is assumed to have multiple independent tenants that provide security for their own offices. Some workers would come and go at all hours of the day and the building is seldom unoccupied. Thus, its security will rely on locked doors and windows, guards, etc. Burglar alarms will only be considered for offices in Part II.

1. DOORS AND GATES

The doors or gates that a person would use to enter and leave a building must be readily openable from the egress side without the use of a key or special knowledge or effort per California Fire Code Sec. 1008.1.9. And the door hardware shall not require tight grasping, tight pinching, or twisting of the wrist to operate per Sec. 1008.1.9.1. This means that egress doors or gates must open with push or press bars, or lever arms. And for security, they should close and lock securely after a person goes through.

a. Lobby Doors

Lobby doors are usually open during office hours and locked thereafter. When a receptionist or security guard is on duty in the lobby, office workers could be recognized or show their IDs to be admitted. Visitors, including delivery and service people, could be admitted after being logged in and approved by the offices to be visited, who would be responsible for them inside the building. Visitors could also be logged out before leaving the building. For additional security, visitors could be required to show a photo ID and wear a visitor badge.

When the lobby doors locked after hours, office should use fobs, cards, or keypad codes to open them. (Keypads with one code for all residents should not be used because it's not possible to keep an entry record for individual residents or non-residents who might have been given the code. Also, it is assumed that the code would have to be changed frequently or whenever a resident leaves.) When each resident has an individual card, fob, or keypad code it will then be possible to: (1) keep a record of their use, (2) deactivate a card, fob, or keypad code when a resident leaves, (3) deactivate a card or fob if one is reported lost or stolen, (4) trace the use of a fob, card, or keypad code to the resident they were issued to, and (5) restrict their use by day of the week, hours of the day, and period of time. A telephone-entry system should be installed outside the lobby doors to enable visitors, including delivery and service people, to call offices to be "buzzed in" or met to be let in when the doors are locked.

b. Other Doors

Side and back doors that provide emergency exits or access to separate parking facilities should be kept locked all the time. Office workers would be able to enter the building through them by using their cards, fobs, or keypad codes. Signs should direct others to enter through the main lobby.

c. Preventing Break-ins through Double Doors

Doors with a post between them and beveled latches that are visible from the outside should have latch guards that extend at least 12 inches above and below the latches. This will prevent a person from sliding something between a door and the post to push in a latch.

Doors that don't have posts between them and don't have latches on their sides should have latches on both their tops and bottoms that go into the tops of their frames and the floor, respectively. Doors that only have latches that go into the tops of their frames can be opened by a person pushing on one door near the floor to create enough space between the doors for a hand to reach in and depress a push bar or press bar on the other door.

Doors that are opened on the inside by push or press bars and have a gap between them can be opened with an L- or T-shaped rod that is inserted between them next to the bars, turned 90 degrees, and pulled to depress one or both bars. This can be prevented by attaching a strip of metal or some other material to one door to cover the gap. It is better if the doors have no gap or a post between them.

Doors that are opened on the inside by press bars, i.e., bars that rotate downward when pushed, and have a gap underneath them, can be opened with a lever-opening tool like the Keedex K-22. This tool has a curved wire that is

inserted under the door and raised to hook over the bar on the inside of the door. The wire is then pulled to rotate the bar downward to open the door. The easiest way to prevent this is to attach a threshold strip to the floor under the doors and brush-sweeps to the bottoms of the doors. They would close the gap and prevent the tool from being inserted.

d. Preventing Break-ins through Single Doors

Doors with beveled latches that are visible from the outside should have latch guards that extend at least 12 inches above and below the latches. This will prevent a person from sliding something between the door and its frame to push in the latch.

Doors that are opened on the inside by a push or press bar and have a gap between them and their frames can be opened with an L-shaped rod that is inserted next to the bar, turned 90 degrees, and pulled to depress the bar. This can be prevented by attaching a strip of metal or some other material to the door to cover the gap. It is better if there is no gap between the door and its frame.

Doors that are opened on the inside by a lever arm and have a gap underneath them can also be opened with a lever-opening tool like the Keedex K-22. Its wire would be inserted under the door and raised to hook over the lever arm on the inside of the door. The wire is then pulled to rotate the lever arm downward to open the door. This can be prevented by attaching a threshold strip to the floor under the door and a brush-sweep to on the bottom of the door. They would close the gap and prevent the tool from being inserted.

Doors that are opened on the inside by a press bar, i.e., one that rotates downward when pushed, and have a gap underneath them can be opened with a lever-opening tool like the Keedex K-22 as described above. Use of a threshold strip and door brush-sweep would close the gap and prevent the tool from being inserted.

e. Preventing Break-ins through Magnetically-Locked Doors

Doors that are locked magnetically and do not have a push or press bar that unlocks them from the inside must open automatically when a person approaches them from inside the building. The sensor that detects this motion or heat needs to be aimed far enough back from the door so a person outside cannot slip something between double doors or single doors and their frames to create motion or a heat signature and to open the doors. Or a strip of metal or other material can be attached to the outside of a door to close the gap and prevent a person from inserting anything between double doors or single doors and their frames. Another way to prevent this is to replace the sensor with a button that would be pushed to open a door from the inside. Doors with magnetic locks will need backup power to keep them locked and enable the button to work during a power failure.

f. Deadbolt Locks on Egress Doors

When the building is unoccupied, egress doors can use single-cylinder deadbolts that are separate from other locking mechanisms. These locks should have a throw of at least one inch, be key-operated on the outside, and have a thumb turn on the inside. They cannot be used when the building is occupied because California Fire Code Sec. 1008.1.9 states that egress doors shall be readily openable from the egress side without the use of a key or special knowledge or effort. The thumb turn is deemed to require special knowledge. It also requires twisting of the wrist to open the door, which makes it prohibited in the California Fire Code. When a deadbolt is installed a sign must be posted on or adjacent to the door saying THIS DOOR TO REMAIN UNLOCKED WHEN BUILDING IS OCCUPIED per California Fire Code Sec. 1008.1.9.3.

g. Glass Doors

Glass doors often contain safety glass, which shatters easily when hit with a sharp object. Thus, a burglar can easily smash a hole in the glass to enter the business and carry things out. This can be prevented by using a burglar-resistant material in them that meets Underwriters Laboratories (UL) 972 standards. These materials look like safety glass but will not shatter easily, even after repeated blows. The following materials can be used:

- **Laminated glass** is made with a vinyl or plastic inter-layer sandwiched between two layers of glass. This type of glass adds additional strength to your windows. To gain entry a burglar would have to strike the glass repeatedly in the same spot in order to make a small opening. Most burglars are reluctant to create this type of noise for fear of being detected.
- **Tempered glass** is made by placing a piece of regular glass in an oven, bringing it almost to the melting point, and then chilling it rapidly. This causes a skin to form around the glass. Fully tempered glass is four to five times stronger than regular glass.
- **Wired glass** adds the benefit of a visible deterrent. Extra effort will be needed to break the glass and then cut through the wire located within the glass in order to gain entry.
- **Plastic** a**crylics** are more than ten times stronger than glass of the same thickness and are commonly called Plexiglas.
- **Polycarbonate** sheets are superior to acrylics and are advertised as 250 times more impact resistant than safety glass, and 20 more times than other transparent plastic.
- **Glass with a security film attached to the inside** can also be burglar-resistant. It requires repeated blows to break through, which take time and make noise. A burglar faced with this task might give up and go away or look for another way or place to break in.

h. Door Hardware

Single-swing wooden doors are either of solid or hollow-core construction. All such egress doors should be solid and at least 1-3/4 inches thick. For added security wooden doors can be reinforced with 16-gauge sheet metal. Or metal doors can be installed.

Hinges should be located on the interior side. Doors with exterior hinges can be a problem if their pins can easily be removed. Then the door can be opened from the outside. Pins can be secured in various ways, depending on the construction of the door and frame. One way to secure pins in solid wood doors and frames is as follows:

- Drill a 1/2-inch deep hole in the side of the door just above the hinge.
- Insert a 1-inch screw or nail in the hole and leave ½ inch protruding.
- Close the door until the screw or nail contacts the frame.
- Drill a 1/2-inch deep hole in the frame at this point. The screw or nail will fit into this hole when the door is closed to secure the door.

Deadbolt locks are of two basic types, single-and double-cylinder. The former has a thumb turn on the inside. The latter requires a key to lock or unlock the door from either side. Deadbolts should have the following characteristics:

- Throw of at least 1 inch
- Free-spinning and tapered or angled outer edge of the cylinder guard to make it difficult for a burglar to twist off the lock
- Solid brass, bronze, or steel exterior
- Steel rods or bolts at least ¼-inch in diameter connecting the exterior of the lock to the inside part
- 5-pin tumbler system locking mechanism and changeable locking cores
- Resistant to “bumping”

Strikes are the metal plates that are attached to the doorframe or jamb to receive the latch or bolt throw. They should be of heavy-duty construction and installed with at least 4 screws that are 3 to 4 inches long and anchored securely into a wall stud. Otherwise, they become a weak link in door security.

Frames for wooden doors are usually made of soft wood. Where locks and hinges are fairly strong, a wood frame is relatively weak, which makes it easy for a burglar to kick in the door. A door in a steel frame can’t be kicked in. Nor can a door in a wooden frame that has a steel reinforcing device mounted on the lock side of the frame providing it extends well above and below the strike plate.

Crossbars, e.g., a metal bar or 2 x 4 inch piece of wood placed in brackets mounted on both side of a door, can be an effective locking mechanism for egress doors that have an interior swing. Slide bolts made of heavy gauge steel can also be effective.

Panic deadbolts operated by push-bars can be used to secure egress doors that are designated for emergency use only. They can be alarmed to ring a bell or sound a horn when the door is opened.

Latch guards are steel plates that are attached to doors to prevent a tool from being inserted between the door and the frame to push in a beveled latch and open the door.

Threshold strips attached to the floor installed under doors that open from inside with a lever arm will prevent a lever-opening tool from being inserted in the gap between the door and the floor. ***Brush sweeps*** attached to the bottoms of doors can close any gap that might remain.

Lever-arm shields are cylinders that surround the lever arm on the inside of the door. They will prevent the wire of a lever opening tool from hooking the lever arm, which would otherwise be pulled to rotate the arm and open the door.

i. Visibility from Lobby

Glass doors and windows in the lobby facing the street or parking lot should be kept clear so receptionists and security guards there can see people approaching the building.

j. Gates

Some buildings have gates instead of doors. Like doors, they would only be locked after office hours. Then office workers would use access cards, fobs, or keypad codes to open them. And visitors would use a telephone-entry system to call to be "buzzed in" or met to be let in.

Wrought-iron gates that are opened on the inside by a lever arm should have shields on them and the adjacent fencing to prevent a person from reaching in to open them. These shields can be solid plastic or metal, or open-metal mesh. Gates with lever-arm locks could also have a cylindrical shield around the arm to prevent a person from opening the gate by inserting a thin wire with a hook at one end through, over, or under the gate to rotate the arm and thus open the gate. The gates should also have a latch guard to prevent a person from inserting a thin piece of metal or anything else between the frame and the gate to push in the latch. The guard should be centered on the latch and extend at least 12 inches above and below it.

Wrought-iron gates that are opened on the inside by a push or press bar should have a solid metal or plastic shield on the inside of the gate that extends at least two feet above and below the bar. The shield should be designed to prevent a person from opening the gate from the outside with a coat-hanger wire that is shaped into a U, inserted through the gate above and below the bar, and pulled against the bar to open the gate. The shield will also prevent a person from reaching in and depressing the bar. Another shield should be installed around the bar. It will prevent the use of the wire and anything else to depress the bar. The gate should also have a latch guard.

All gates should also have springs that close them securely after a person goes through. Also, the gates and the adjacent fencing should be at least 6 feet high.

k. Problems with Door/Gates

Many buildings have access control problems because doors/gates (1) don't close and lock securely when a person enters or leaves the building or (2) get propped open to allow unauthorized persons to enter the building. To prevent the first, all doors/gates should be well maintained and have strong springs that close and lock them securely when a person enters or leaves the building. While it is not practical to prevent the second, cameras can be installed at these doors/gates so people who prop them open can be identified. Propping a door/gate open for delivery or service people who need to make repeated trips into the building would be permitted. The building's security person should be informed when this occurs.

If propping persists, other measures and procedures are needed to deal with the problem. But first, the building's security person needs to know a door/gate is unlocked. This is possible with an alarm system that will call that person's cell phone when a door/gate is unlocked for longer than the time it would normally take for someone to go through. He or she would go and lock it. If a camera is installed, its imagery would be reviewed and the cause of the alarm investigated.

Doors/gates that are only emergency exits should have signs saying FOR EMERGENCY USE ONLY. Their use in non-emergencies can be deterred by cameras that record people using them, audible alarms that sound when a door is opened, and delayed-egress door hardware. (The latter would be overridden if there is a fire or smoke alarm, or a loss of power in the building.)

l. SDPD Building Access

Provisions should be made for access by SDPD officers responding to a call for service or conducting an investigation if there will be times when the building's doors or gates are locked and no one is present to admit them. This is necessary because patrol cars do not carry means to enter individual buildings.

If the entry system has backup power, which would be needed in the event of a power failure to keep it operational, SDPD access can be provided with a numerical keypad or a telephone-entry system. An entry code would be given to the Department for use at entry doors or gates. It would be stored in the Department's computer system and transmitted in dispatch messages to officers who need to enter the building. The property manager should call the CRO of the Division where the building is located to have the code entered in the SDPD's PIN (Premises Information) file.

If the entry system does not have backup power, officers will need a key to open the doors or gates. One should be given to the CRO to be put in a wall-mounted combination lock box that would be located near the entry doors or gates. (This box would be similar to the Knox box used by the San Diego Fire-Rescue Department.) The combination of the box would be stored in the SDPD's PIN file and transmitted in dispatch messages to officers who need to enter the building. Officers would open the box, remove the key, use it to enter the building or a residence floor from a stairwell, and return the key to the box when they leave the building. In this case a code for the telephone-entry system would not be needed.

If the entry system has backup power and a fob is needed to operate the elevator or enter a floor from a stairwell, a lock box should be installed for it. Officers would use it to enter the building and operate the elevators or enter a floor from a stairwell. They would return it to the box when they leave the building. If a fob is not needed, access can be provided by a telephone-entry system as suggested above.

Once officers enter the building they will need to go straight to the location of the problem. To make this possible a map showing the locations of all offices and a YOU ARE HERE reference point should be posted at the building entrance where the officers will be sure to see it. The map should also show all elevators, stairways, common areas, and other rooms.

SDPD access to the buildings will be especially useful in dealing with after-hours burglaries when no one is present or coming to let the responding officers in. Officers will need to enter the building to investigate the cause of the alarm. Often burglars enter the building with access cards, fobs, or keypad codes, or are let in by someone working there, e.g., a janitor, and leave no sign of break-in. With no access and no signs of a break-in, officers will leave the scene.

2. WINDOWS AND OTHER ENTRY POINTS

a. Lobby Windows

These should also have a burglar-resistant material in them. They materials look like safety glass but will not shatter easily, even after repeated blows. Various types are listed in Sec. I.1.g.

b. Other Openings and Roof Access Control

All crawl spaces, ventilation windows, and other utility openings larger than 10 inches need to be secured.

Ladders, trees, stacked items, fences, drainpipes, and adjoining rooftops can provide roof access if measures are not taken to deny it. Ladders should have locked security guards. Stacked items should be removed and stored elsewhere. Tree limbs should be trimmed. But because other means of access may be difficult to deny, it is necessary to secure all rooftop openings. Hatches, skylights, ventilation shafts, air conditioning and heating ducts, and other rooftop entrances need to be secured on the inside with grilles. Those that cannot be secured should be alarmed.

If anything of value is located on the roof, e.g., air conditioning units with copper tubing, consider installing a motion detector that would sound an alarm if someone goes on the roof.

c. Common Walls and Attics

Where a building shares a hollow wall or attic with an adjoining building, these potential entry points need to be sealed off or alarmed.

3. LIGHTING

a. Exterior

Exterior lighting should illuminate all areas of the property, including entry areas, storage yards, trash enclosures, and parking lots. Such lights are usually mounted on poles, the sides of buildings, or the edges of roofs. Timers or photoelectric cells can be used to turn lights on at dusk and off at dawn. And motion sensors can be used to turn lights on when any motion is detected. Streetlights or lights from adjoining properties should not be relied on for lighting the property at night.

It is also important that burnt-out bulbs are replaced promptly and wire covers be installed over lights to protect them from vandals. Also, the lights should be directed so they don't shine into the eyes of passing motorists or police patrols.

b. Interior

Good interior lighting is needed in the building's common areas, i.e., in hallways, stairwells, elevator lobbies, parking garage, etc.

4. UTILITIES

a. Secure Boxes or Backup Electric Power

Because lights, magnetic door locks, and security systems work on electric power it is important that measures be taken to prevent disruption of external power or provide a source of internal backup power. At a minimum, external circuit breakers should be installed in a sturdy metal box with a shielded- or hidden-shackle padlock that can withstand assaults with a large bolt cutter or pry bar.

b. Telephone Lines in Secure Boxes

Telephone lines should also be secure, especially those that carry signals to alarm companies. External boxes that contain the lines should also be sturdy and have a shielded- or hidden-padlock.

5. LANDSCAPING

a. Bushes

Overgrown landscaping helps criminals by blocking visibility and providing hiding places. Bushes should be trimmed to less than 3 feet except where privacy or environmental noise mitigation is a primary concern, or where higher plants would not block any views or provide hiding places. For example, higher bushes could be planted next to a blank wall or the side of a building. And plants with prickly leaves or thorns along fences serve as barriers to control access.

b. Tree Canopies

Tree canopies should be maintained at least 8 feet above the ground. Also, trees should be planted away from walls, fences, and buildings so they cannot be used to enable someone to climb over or onto them.

c. Visibility

Bushes and trees should also be planted away from light poles and cameras, and trimmed so they do not block illumination on the ground or camera fields of view.

d. Water Backflow Preventers

Water backflow preventers are being stolen for their brass and copper fittings. The following can be done to prevent these thefts:

- Paint the device. Paint is a deterrent because painted metal is a little less valuable. If copper is painted black it can look like worthless plastic tubing.
- Camouflage the device. Fake rocks work well. Just make sure there is a one-foot clearance around the device.
- Hide the device. Paint it green and place it in a bush or hedge. This is a low-cost measure.
- Use a device with plastic parts. They won't be stolen because they are worthless.
- Enclose the device in a protective cage. Secure the cage to its base with a padlock that is hard to cut or else the thieves will steal the cage too.
- Install a locking-cable system with shielded-shackle locks and a concrete foundation.

Painting also informs the scrap dealer to question the seller for proof of ownership. And it can also be used to identify the owner. This would deter the thief from going to a scrap dealer who complies with the California Business and Professions Code sections that attempt to limit the ability of a thief to convert stolen metals into immediate cash. Unfortunately, there are some rogue dealers who buy scrap metal and don't follow the law. Etch or paint some identifying words or numbers on pieces of metal that might be stolen. Or use metal products with serial numbers and other identifying symbols etched on them. This will also enable you to identify your metal if it is recovered.

e. Decorative Rocks

Loose rocks should be removed or cemented in place so they cannot be moved. Vandals can use them to break glass windows and doors.

6. SIGNS

a. No Loitering or Trespassing

NO LOITERING signs on private property should cite California Penal Code (PC) Sec. 647(h). In this subdivision "loiter" means to delay or linger without a lawful purpose for being on the property, and for the purpose of committing a crime as opportunity may be discovered. NO TRESPASSING signs on privately operated business premises should cite San Diego Municipal Code (SDMC) Sec. 52.80.01.

If a Letter of Agency has been filed with the SDPD as discussed in Sec. I.8.g below, the property should be posted with NO TRESPASSING signs stating that a Letter of Agency has been filed and giving the address of the property, the name and phone number of the property owner or manager, and the non-emergency SDPD phone number to report suspicious activities. That number is **(619) 531-2000** or **(858) 484-3154**. The signs should be at least 18 by 24 inches in size, have a font visible from the nearest public street, not be accessible to vandals, and be posted on the entrances and spaced evenly on the boundaries of the property. A sample sign is available in the FORMS AND PERMITS section of the SDPD website at **www.sandiego.gov/police/forms/forms.shtml.**

b. Towing Unauthorized Vehicles

Signs on private property prohibiting public parking (or stating that parking is for customers only) and indicating that unauthorized vehicles will be removed at the owner's expense should cite California Vehicle Code (VC) Sec. 22658(a) and must contain the telephone number of the local traffic law enforcement agency. The SDPD number for towing impounds is **(619) 531-2844**. The name and telephone number of each towing company that is a party to a written towing authorization agreement with the property owner or possessor must also be on the sign. The sign must be displayed, in plain view, at all entrances to the property. It must not be not less than 17 by 22 inches in size, with lettering not less than one inch in height. These sign requirements are specified in California VC Sec. 22658(a)(1).

Signs stating that unauthorized vehicles parked in designated accessible spaces not displaying placards or special license plates issue for persons with disabilities will be towed away at the owners expense, must also contain the address where the towed vehicles may be reclaimed or the telephone number of the local traffic law enforcement agency. The SDPD number for towing impounds is **(619) 531-2844**. Other requirements for these signs are specified in California VC Sec. 22511.8.

7. PROPERTY CONDITION

a. Address Numbers

Address numbers should be easy to read from either direction of approach from the street or road fronting the property. They should be at least 12 inches high on a high-contrast background, and lighted so they can be seen at night.

Where buildings are set back from the from the street or roadway fronting the property, and address numbers on the buildings are not clearly identifiable from it, address numbers must also be posted on a monument sign at the street driveway serving the buildings.

On developments with multiple buildings, an illuminated directory and map must be located on the right side of the entry points. The map must show the name of the development, all access roads and gates, private roads, building locations with addresses and unit numbers, and a YOU ARE HERE reference point. Directional signs should be located within the development. And individual building and unit numbers should be located where they are easy to see and read.

b. Graffiti and Trash Removal

Graffiti should be removed as soon as possible after it is found. This will discourage further vandalism. The graffiti should be covered with matching paint so a "canvas" is not left for the vandals. While prompt graffiti removal helps to deter further vandalism, any graffiti on the property should be photographed before it is painted over or otherwise removed. Also, pick up (without leaving fingerprints) and save discarded paint cans, etc. The photographs and any other evidence should be given to the investigating law enforcement officers.

Hardware or paint stores should be consulted regarding the best products for removing various types of graffiti from specific surfaces without damaging the surface. Extreme care should be used in applying special graffiti removal products like MEK (Methyl Ethyl Ketone) or "Graffiti Remover" on glass or unpainted surfaces.

Graffiti-resistant paint or anti-graffiti coatings should be used on the sides of the building and any other design features that could be vandalized. The San Diego Park and Recreation Dept. specifies the use of anti-graffiti materials manufactured by Monopole Inc. Four coats are applied. The first is Aquaseal ME12 (Item 5200). The second is Permashield Base (Item 6100). The third and fourth are Permashield Premium (Item 5600 for matte finish or Item 5650 for gloss finish). Various protective films are available that can be installed on the outside of windows to prevent window damage from graffiti, knife gouging of scratching, and acid etching.

The premises should be neat and clean. Trash, litter, junk, etc. invite criminal activity because they indicate that the owner or the property manager don't care about the property.

c. Dumpster Enclosures and Dumpsters

Dumpster enclosures should be locked after office hours and dumpsters should have locked lids with open spaces through which material can be put in but not taken out. This is to prevent scavenging. NO SCAVENGING signs should also be posted on the enclosures citing SDMC Sec. 66.0402.

8. OTHER SECURITY MEASURES

Security measures other than those for preventing break-ins and burglar alarms are considered in this section. Office buildings usually don't have the latter because some workers come and go at all hours of the day and the building is seldom unoccupied. They rely on locked doors and windows, guards, office alarms, etc. for security. Burglar alarms will be considered for individual offices in Part II.

a. Cameras

Cameras are usually used just to record persons and activities in their fields of view. They can be wired or wireless. They can record continually, when motion is detected, at specified times, or on an alarm. After a crime occurs the imagery can be reviewed for usable evidence. Any camera system that is installed should be designed to provide high-quality, digital imagery of suspicious persons and activities for use by the SDPD in investigating crimes.

The existence of cameras helps to deter crime but not to stop a crime in progress. However, if the building also has a burglary alarm, the imagery can be transmitted to the alarm company so personnel there can look at the imagery and see what is happening. Or it can be transmitted to a web-enabled mobile device. (This should be done over a secure, password-protected Internet link.) If a crime in progress is seen, **911** should be called and the dispatcher given the details. This will lead to a higher call priority and a faster response than would occur for an unverified alarm call. Officers might even arrive in time to catch the perpetrators. If something suspicious is seen, it should be reported to the SDPD on its non-emergency number, **(619) 531-2000** or **(858) 484-3154**.

For activities that don't trigger alarms, "smart" cameras with video-analytics or intelligent-video software can be installed and programmed to detect unusual or suspicious activity. That activity can be defined by the following alert conditions and set by day of the week and time of the day.

- Motion in and out of an area
- Non-motion, e.g., unattended package or illegal parking
- Irregular motion, e.g., skateboarding
- Items that have moved or are missing
- Behavior, e.g., loitering, casing, or tailgating
- Numbers of people, vehicles, or other objects in an area
- Overcrowding, where numbers exceed a set threshold

When an alert condition occurs, the imagery would be transmitted to a security company or to a web-enabled mobile device so people look at the imagery, see what is happening, and take appropriate action. If a crime in progress is seen, **911** should be called and the dispatcher given the details. This will lead to a high call priority and a relatively fast response. Officers might even arrive in time to catch the perpetrators.

In either case, if something suspicious is seen it could be reported to the SDPD on its non-emergency number, **(619) 531-2000** or **(858) 484-3154**. Or if there is a guard on-site or one in a patrol car that can respond quickly, the security company could be called to investigate.

For example, deal with vehicle theft and break-ins in a parking facility, the software of "smart" cameras could be programmed to alert personnel with monitors when any of the following occurs: someone walks between several vehicles apparently looking for a vehicle to break into, someone loiters between vehicles, a vehicle drives up and down aisles without parking in empty spaces perhaps looking for a particular vehicle to steal, and a vehicle stops in an aisle and someone gets out and goes to a parked vehicle.

Cameras that view areas in which crimes might be in progress, e.g., a cashier, should also be capable of providing real-time streaming video to the SDPD. This will enable officers arriving at the scene to make better, more-informed tactical decisions and determine whether additional officers and emergency services are required. In this program, called Operation Secure San Diego, the SDPD would like permission to access your cameras as a part of its public safety and crime fighting activities. You can contact the CRO in the SDPD Division in your area about partnering with the SDPD in this program.

You can also install self-contained cameras with flash lights and audio announcements may actually prevent crimes in some cases, e.g., graffiti on a building. The camera would have the side or back of the building in its field of view and take a flash picture when motion is detected. Then a voice would say that "the police will be called if you don't leave the area immediately."

Because cameras are susceptible to damage by criminals attempting to hide their actions, measures should be taken to make the camera systems less vulnerable. Here are some possibilities.

- Mount cameras on high sturdy poles.
- Use vandal-resistant cameras.
- Use armored conduits for electrical cables.
- Install cameras where they are within the field of view of at least one other camera.
- Include measures to detect lens blockage and other tampering.

Regarding camera signs, unless the cameras are monitored all the time, which yours would not be, words like SECURITY, PROTECTED, or MONITORING should not be used. They can give people a false sense of security by expecting timely help if they are threatened or attacked, or that they and their property is somehow being protected by the cameras. And if a person is attacked and not protected, he or she might file a lawsuit against the property owner. Thus, signs should simply state that CAMERAS ARE ON THE PREMISES or SURVEILLANCE IS IN PROGRESS.

b. Uniformed Guards

A property manager that contracts for private security services would deal with a Private Patrol Operator (PPO) who must register with the California Bureau of Security and Investigative Services (CBSIS) and obtain a PPO license, for which there are numerous requirements. The PPO would provide Security Guards for the security services. Security Guards must also be licensed by the CBSIS. They will need to pass a criminal history check and complete a 40-hour training course. See Sec. 8.g below about vetting contractors and their employees.

c. Office Worker and Building Employee Badges

If building access is controlled by a receptionist or security guard, all office workers and building employees should wear photo ID badges or some other means of distinguishing them from others entering in the building. These badges could be color-coded to indicate the areas that the worker or employee is authorized to enter.

d. Key Control

Some measures that can be taken to prevent unauthorized entry are listed below:

- Issue as few keys as possible. Issue keys to specific areas only to employees authorized to be in those areas. Keep a record of all keys issued. Recover all issued keys when an employee leaves.
- Lock keys in a cabinet or secure area when they are not being used.
- Have different keys for outside doors and inside offices. Do not have a master key to all locks.
- Stamp keys DO NOT DUPLICATE. Remind employees not to leave keys in places where they might be taken, e.g., with a parking lot attendant.
- Stamp or etch a code on each key so identifying tags are not needed.
- Consider changing lock cores and keys when key losses occur.

If possible consider using a card, fob, or keypad system in which entries and exits are recorded and the access means can be deactivated easily when a card or fob is lost or stolen, or when an office or building worker's employment ends. Other advantages of cards, fobs, and keypad codes are listed in Sec. I.1.a above.

e. Vetting Contractors and Their Employees

The property manager should be concerned with possible theft and other crimes by employees of contractors who work in the building, especially those that work after hours, e.g., janitors and security guards. He or she should check the contractor's references and make sure it is insured and bonded. Insurance will cover damage caused by the contractor's employees. (Note that a PPO who employs armed security guards must have at least $1 million in insurance -- $500,000 for any one loss due to bodily injury or death and $500,000 for any one loss due to injury or destruction of property.) A surety bond will guarantee that the work will be performed as stated in the contract. For janitorial contractors the manager can require a janitorial services bond that will cover theft or other losses resulting from dishonest acts committed by an employee acting alone or in collusion with other persons. Some bonds require that the employee be prosecuted and convicted of the crime. Others require evidence of employee dishonesty. The conditions for coverage would be negotiated in drafting the bond.

The manager should also check that the contractor is licensed to work in the City of San Diego, i.e., that it has a Business Tax Certificate. This can be done by looking in the business listings on the City's website at **http://www.sandiego.gov/treasurer/taxesfees/btax/nblactive.shtml**. Construction contractors should be licensed by the State of California. The manager can check the status of a contractor's license on the Contractors State License Board's website at **www.cslb.ca.gov/default.asp**.

The manager can also require that the contractor conduct a background investigation on each employee that will work in the building. For this he or she need to specify the following: (1) information an employee will have to provide, e.g., personal history, references, fingerprints, etc., (2) kinds of checks to be made, e.g., employee's name and SSN, criminal history, DMV record, credit record, civil action history, etc., and (3) criteria for passing each check, e.g., no criminal convictions or outstanding warrants, no bankruptcies, no civil judgments, etc. The contractor should also be prohibited from substituting a cleared employee with one that is not cleared, or subcontracting any of the services.

The opportunities for employee crime can be reduced by having the contract work done during normal business hours. If it is done after hours, as with most janitorial and security services, the contractor's employees will need access to the building and the offices to be cleaned.

f. Dealing with an Active Shooter

Many things can be done to protect people in the building from an active shooter. They start with actions a receptionist or security guard in the lobby can take if he or she can recognize a shooter in time to do the following:

- Call **911** and provide the dispatcher with a good description of what the shooter looks like, what weapon he or she has, where he or she is located or going, and what he or she is doing.

- Push a silent panic-alarm button if **911** cannot be called. The alarm company would know not call back to verify the alarm but to call **911** immediately.
- Push another button to broadcast an emergency code inside the building to initiate evacuation and lock-down procedures.
- Push another button to close doors or shutters in hallways and other places to limit the movement of a shooter in the building.

Also, cameras in the building's hallways and open areas can help the police locate and track the shooter. And strong doors and locks on rooms designated for lock downs will protect people hiding in them.

9. PARKING

a. Office Workers

Secure gated parking should be provided for office and building workers in a parking garage under or adjacent to the building, a separate structure, or in an open lot. Workers would use their building access cards, fobs, or keypad codes to drive into and leave these facilities. Parking structures should have separate gates for workers to leave and enter the structure on foot. Pedestrian access to open lots is usually not controlled; thus, they can have simple barrier-arm gates to prevent vehicle thefts.

To prevent the queuing of vehicles entering and leaving these facilities the entry gates could be left open during the time most workers arrive in the morning and the exit gates could be left open during the time most workers leave in the evening. An attendant or security guard could be located at the gates at these times to check worker and vehicle IDs. At other times the gates would be closed and workers would use their cards, fobs, or keypad codes to open them.

Signs should be posted in these parking areas to remind workers to lock their vehicles and not leave anything of value in sight in them. This should help prevent vehicle break-ins, which are often a problem in parking facilities.

b. Visitors

Visitors, clients, patients, delivery/service people, and others should have a separate parking area with spaces that are clearly marked as such. If a simple barrier-arm gate is installed at the entrance and exit to this area, it can be open during the day when visitors and others would normally arrive and depart and closed at night to prevent burglars and other trespassers from parking on the property.

10. SDPD SECURITY ASSISTANCE

a. Letter of Agency

Chronic crime and disorder problems in the building should be discussed with the CRO in the SDPD Division in area to decide whether a Letter of Agency should be filed. The Letter would authorize the SDPD to act as your agent and enter your property for purposes of enforcing laws against any person(s) found on the property without your consent or lawful purpose. The form for this Letter must be filled out on the SDPD website in the following steps and filed by clicking on Email Form on the bottom left.

1. Go to **www.sandiego.gov/police/pdf/2013policecitywidemap.pdf** to find out what Police Division covers the neighborhood in which your property is located.
2. Go to the Letter of Agency form at **www.sandiego.gov/police/pdf/letterofagency.pdf**.
3. Click RESET FORM to get the start and expiration dates.
4. Use the drop down menu to enter the Police Division.
5. Fill in the blue blanks on the form.

You can skip the first step if you know what division covers your property. Then you do the following and click on Email Form on the bottom left.

1. Go to the Letter of Agency form at **www.sandiego.gov/police/pdf/letterofagency.pdf**.
2. Click RESET FORM to get the start and expiration dates.
3. Use the drop down menu to enter the SDPD division that covers your property.
4. Fill in the blue blanks on the form.

Note that the Letter must be renewed every 12 months.

The property should also be posted with NO TRESPASSING signs stating that a Letter of Agency has been filed with the SDPD and giving the address of the property, the name and phone number of the property owner or manager, and the non-emergency SDPD phone number to report suspicious activities. That number is **(619) 531-2000** or **(858) 484-3154**. The signs should be at least 18 by 24 inches in size, have a font visible from the nearest public street, not be accessible to vandals, and be posted on the entrances and spaced evenly on the boundaries of the property. A sample sign is also available in the FORMS AND PERMITS section of the SDPD website.

b. Citizen Request Form

In addition to filing a Letter of Agency as described above, a property owner facing continuing crime problems on his or her property can submit a Citizen Request Form by going to the Forms page on the SDPD website at **www.sandiego.gov/police/forms/forms.shtml**, clicking on Citizen Request Form, filling out the Form online with as much information as possible about the problem, and then clicking on the Submit Request button at the bottom of the Form. You can use the Form to request additional patrol and/or to report narcotic activity at a specific address. It will be sent to the responsible Division for review and response as appropriate.

II. OFFICE SECURITY REFERENCE MATERIAL

Office security will rely on locked doors and windows, burglar alarms, and cameras.

1. OFFICE DOORS

Office doors must be readily openable from the egress side without the use of a key or special knowledge or effort per California Fire Code Sec. 1008.1.9. And door hardware shall not require tight grasping, tight pinching, or twisting of the wrist to operate per Sec. 1008.1.9.1. This means that egress doors must open with push or press bars, or lever arms. They usually open to an interior hallway or an external walkway. And for security, they should close and lock securely after a person goes through.

Office doors are usually open during office hours and locked thereafter. When they are locked, office workers would have cards, fobs, or keypad codes to use to open them. The advantages of cards, fobs, or keypad codes are listed in Sec. I.1.a above. A telephone-entry system should be installed outside these doors to enable visitors, including delivery and service people, to call to be "buzzed" or escorted in when the doors are locked.

a. Double Doors

See Sec. I.1.c above.

b. Single Doors

See Sec. I.1.d above.

c. Magnetically-Locked Doors

Doors that are locked magnetically and do not have a push or press bar that unlocks them from the inside must open automatically when a person approaches them from inside the office. The sensor that detects this motion or heat needs to be aimed far enough back from the door so a person outside cannot slip something between double doors or single doors and their frames to create motion or a heat signature and to open the doors. Or a strip of metal or other material can be attached to the outside of a door to close the gap and prevent a person from inserting anything between double doors or single doors and their frames. Another way to prevent this is to replace the sensor with a button that would be pushed to open a door from the inside. Doors with magnetic locks will need backup power to keep them locked and enable the button to work during a power failure.

d. Deadbolt Locks on Egress Doors

If the office is unoccupied at night, egress doors can also use single-cylinder deadbolts that are separate from other locking mechanisms in addition to the measures suggested in Secs. I.1.c and I.1.d above. These locks should have a throw of at least one inch, be key-operated on the outside, and have a thumb turn on the inside. When a deadbolt is installed a sign must be posted on or adjacent to the door saying THIS DOOR TO REMAIN UNLOCKED WHEN BUILDING IS OCCUPIED per California Fire Code Sec. 1008.1.9.3. Deadbolts can also be used on interior doors to individual offices and storage rooms.

e. Glass Doors

See Sec. I.1.g above for burglar-resistant materials.

f. Door Hardware

See Sec. I.1.h above.

2. WINDOWS AND OTHER ENTRY POINTS

a. Secondary Locks

Do not rely on the locking means supplied with your windows. Additional security measures are usually necessary, especially for ground-level windows.

Louvre windows are difficult to secure because the individual panes can easily be removed. This can be made more difficult by applying a two-part epoxy resin to glue the panes together. However, it is much better to replace this type of window with solid glass or some other type of ventilating window.

Sliding-glass windows can be secured by secondary locking devices such as: a pin in the upper track that extends downward through the inner window frame and into the outer window frame, a thumbscrew-type lock mounted on the top or bottom track, a wooden or metal dowel placed snugly in the lower track to prevent horizontal movement, and a few metal screws in the track above the window to prevent vertical movement.

b. Burglar-Resistant Material

Material that meets Underwriters Laboratories (UL) 972 standards should be used in ground-level windows, especially if there are computers and other office equipment visible through them. Some are suggested in Sec. I.1.g.

c. Reflective Films or Glass, and Shutters or Blinds

Measures are needed in ground-floor offices to prevent burglars from looking in its windows for computers, laptops, and other things to steal. Windows with reflective films or glass afford privacy to the occupants but only during daylight hours. At night with internal lighting a person on the outside can see in. To prevent casing during the day and night, all the windows should have shutters or blinds. They should be closed all the time if the windows don't have reflective film or glass for daytime privacy, or closed just at night if the windows have reflective film or glass.

d. Air Conditioners

Window units in ground-level offices should be are installed securely so they cannot easily be removed from the outside.

e. Common Walls and Attics

Where an office shares a hollow wall or attic with an adjoining office, these potential entry points need to be sealed off or alarmed.

3. OTHER SECURITY MEASURES

a. Annunciators

When the office door is unlocked and unattended, annunciators can be installed to provide an audible tone when a person enters or leaves the office.

b. Burglar Alarms

A good office alarm system can help deter burglars and detect break-ins. A basic system has sensors attached to all doors, windows, and common office walls. Sensors attached to windows can also detect glass breakage. Sensors can also be installed to detect motion or attempts to enter specific areas. It is assumed that the last worker to leave at the end of the day will check that all doors and windows are secured and locked, sign a sheet posted near the alarm control panel that the office is secure, and turn on the alarm. Then the first worker to arrive at the beginning of the day would turn the alarm off.

Even if the alarm system fails to deter a burglary, it may limit the time burglars will spend in the office and thereby reduce the number of things taken. Burglars will want to be gone before the police arrive. An exception to this is when the burglars enter the building without leaving any signs of a force entry. This is possible if they have an access card, fob, or keypad code, or are let in by someone working in the building, e.g., a janitor. The burglars might assume that the officers responding to the alarm call will not have a means of entering the building and they will just check for signs of a forced entry and leave the scene if they don't find any. If building access for the SDPD is provided as suggested in Sec. I.1.l above, officers will be able to go directly to the office to investigate the alarm. But if there are no signs of a forced entry and no one from the office is coming to let them in, they will leave with the alarm still sounding. Thus, it is necessary for someone from the office to respond to an alarm to let the officers into the building if they don't have a way to get in, and also to let them into the office if there are no signs of a break-in.

c. Cameras

Cameras are usually used just to record persons and activities in their fields of view. They can record continually, when motion is detected, at specified times, or on an alarm. After a crime occurs the imagery can be reviewed for usable evidence. Any camera system that is installed should be designed to provide high-quality, digital imagery of suspicious persons and activities for use by the SDPD in investigating crimes.

The existence of cameras helps to deter crime but not to stop a crime in progress. However, if the office also has a burglar alarm, the imagery can be transmitted to the alarm company so personnel there can look at the imagery and see what is happening. Or it can be transmitted to a web-enabled mobile device. (This should be done over a secure, password-protected Internet link.) If a crime in progress is seen, **911** should be called and the dispatcher given the details. This will lead to a higher call priority and a faster response than would occur for an unverified alarm call. Officers might even arrive in time to catch the perpetrators. If something suspicious is seen, it should be reported to the SDPD on its non-emergency number, **(619) 531-2000** or **(858) 484-3154**.

d. Office Worker Badges

All workers should wear ID badges or some other means of distinguishing them from others in the office. Offices with restricted areas should give their workers photo-ID badges that are color-coded to indicate the areas that they are authorized to enter.

e. Secure Office Equipment

Thefts of computer hardware and other costly items of office equipment can be prevented by anchoring them to a desk or installing them on shelves that can be rolled into lockable furniture. If neither of these measures is possible, the equipment should be stored in a secure room when not in use.

f. Property Identification and Inventory

Place the name of the business or some identification number on all business-owned items, e.g., office equipment, electronics, etc., in at least two places, one obvious and the others hidden. This can be done by engraving or etching, using a permanent adhesive, or by attaching microdots. The owner's drivers license number preceded by "CA" is suggested as a property identifier.

Keep an inventory of all furniture, equipment, etc., including serial and ID numbers. Photograph or videotape all valuables.

g. Key Control

See Sec. I.8.e above.

SDPD AREA STATIONS

Central	2501 Imperial Ave. SD 92102	(619) 744-9500
Eastern	9225 Aero Dr. SD 92123	(858) 495-7900
Mid-City	4310 Landis St. SD 92105	(619) 516-3000
Northeastern	13396 Salmon River Rd. SD 92129	(858) 538-8000
Northern	4275 Eastgate Mall SD 92037	(858) 552-1700
Northwestern	12592 El Camino Real SD 92130	(858) 523-7000
Southeastern	7222 Skyline Dr. SD 92114	(619) 527-3500
Southern	1120 27th St. SD 92154	(619) 424-0400
Western	5215 Gaines St. SD 92110	(619) 692-4800

I. OFFICE BUILDING SECURITY ASSESSMENT FORM

Building name _____
Name, phone number, and e-mail address of property manager _____
_____
Address_____
Check items that need attention and suggest corrective measures in the space below and other side:

1. DOORS AND GATES
_ a. Lobby doors
_ b. Other doors
_ c. Double doors
_ d. Single doors
_ e. Magnetically-locked doors
_ e. Deadbolt locks on egress doors
_ g. Glass doors
_ h. Door hardware (locks, latch guards, etc.)
_ i. Visibility from lobby
_ j. Gates
_ k. Problems with doors and gates
_ l. SDPD building access

2. WINDOWS AND OTHER ENTRY POINTS
_ a. Burglar-resistant lobby windows
_ b. Other openings and roof access secured
_ c. No access through common walls and attic

3. LIGHTING
_ a. Exterior
_ b. Interior

4. UTILITIES
_ a. Secure or backup electric power
_ b. Telephone lines in secure boxes

5. LANDSCAPING
_ a. Bushes trimmed to less than 3 ft.
_ b. Tree canopies trimmed to at least 8 ft.
_ c. Not blocking lights or cameras
_ d. Water backflow preventers
_ e. No loose decorative rocks

6. SIGNS
_ a. No loitering or trespassing
_ b. Towing unauthorized vehicles

7. PROPERTY CONDITION
_ a. Address numbers at least 12-in. high and visible from street
_ b. No graffiti, trash, junk, loose rocks, etc.
_ c. Locked dumpsters and enclosures

8. OTHER SECURITY MEASURES
_ a. Cameras
_ b. Uniformed guards
_ c. Office worker and building employee badges
_ d. Key control
_ e. Vetting contractors and their employees
_ f. Dealing with active shooters

9. PARKING
_ a. Office workers
_ b. Visitors

10. SDPD SECURITY ASSISTANCE
_ a. Letter of Agency
_ b. Citizen Request Form

II. OFFICE SECURITY ASSESSMENT FORM

Office name _____
Name, phone number, and e-mail address of office manager_____
_____
Address_____

Check items that need attention and suggest corrective measures in the space below:

1. DOORS
_ a. Double doors
_ b. Single doors
_ c. Magnetic-locked doors
_ d. Deadbolt locks on egress doors
_ e. Glass doors
_ f. Hardware (locks, latch guards, etc.)

2. WINDOWS AND OTHER ENTRY POINTS
_ a. Secondary locks
_ b. Burglar-resistant material
_ c. Reflective film or glass, and shutters or blinds
_ d. Air conditioners
_ e. No access through common walls and attic

3. OTHER SECURITY MEASURES
_ a. Annunciators
_ b. Burglar alarms
_ c. Cameras
_ d. Office worker badges
_ e. Cameras
_ f. Secure office equipment
_ g. Property identification and inventory
_ h. Key control